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**Exam : HP2-896**

**Title : Servicing HP Desktops,  
Workstations and  
Notebooks**

**Version : Demo**

1. Third party pre-installed applications on HP systems are generally \_\_\_\_\_.

- A. activated with separately purchased licence key
- B. full product with a limited trial period
- C. must be upgraded after one year of use
- D. full product, with an unlimited support period

**Answer: D**

2. Which HP product is available with integrated SCSI?

- A. thin-client
- B. desktop
- C. workstation
- D. notebook

**Answer: C**

3. A unit has both a serial number and a product identification number. How many characters are in the serial number?

- A. 10 or 12
- B. 11 or 13
- C. 12 or 14
- D. 10 or 15

**Answer: A**

4. What is the difference between a Mobile Expansion Unit (MEU) and a simple port replicator?

- A. port replicator has internal MultiBay ports
- B. MEU has internal MultiBay ports
- C. port replicator has active components
- D. MEU is not portable

**Answer: B**

5. HP Care Pack is \_\_\_\_\_.

- A. prepaid extended warranty
- B. payable on service repair
- C. included in the product price
- D. provided free of charge on request

**Answer: A**